

**Certified
Used Vehicles**

Toyota Certified Used Vehicle Program Manual



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**Certified
Used Vehicles**

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**The Southeast Toyota Distributors, LLC
Toyota Certified Used Vehicle program is Administered by JM&A Group**



Introduction

Toyota Certified is an innovative way of marketing and selling pre-owned vehicles. It is a program that has been specifically designed to work with every department within the dealership to help strengthen the dealer's position in the used vehicle marketplace.

Toyota Certified has the highest front-end gross of any segment in the Toyota line up. Toyota Certified provides you with the opportunity to make the highest gross profit of any profit center in your sales department, as well as the associated profit to your parts and service departments from first class reconditioning!

The Toyota Certified program is far more than a Limited Warranty... it is a complete used vehicle marketing system. It supports not only the Used Vehicle Department, but also every department that interfaces with the used vehicle operation. Support includes:

- SET and JM&A Group Field Sales Managers providing:
 - ✓ In-dealership salesperson training
 - ✓ Computer software updates
 - ✓ Ongoing training with management
 - ✓ Merchandising training and assistance
 - ✓ Updates on current market trends in the used vehicle industry
- Reconditioning skills workshops
- Training for new sales personnel

As you can see, Toyota Certified isn't merely another "Certified" program, but an entire team to help in the success of each department within the dealership.



Dealer Overview

BENEFITS OF PROGRAM

- 160-point inspection criteria creates a standardized process and helps keep your reconditioning expenses in-line.
- All Toyota Certified Limited Warranties come with Alternate Transportation and Travel Breakdown benefits.
- All Toyota Certified vehicles come with complimentary, no pay “Sign and Drive” roadside assistance anywhere in the US or Canada with coverage up to 7 year/unlimited mileage, from vehicle purchase date.
- The Toyota Certified program includes outstanding merchandising support materials that will set your dealership apart from the others in your market.
- Carfax® vehicle history reports are available at no charge on all Toyota Certified vehicles.
- The Toyota Certified Software lets your dealership personnel easily create attractive and informative window stickers that show details such as make/model, standard and optional accessories, vehicle pedigree and price (if you choose).
- All Toyotas and Scions -- up to 7 model years old and 85,000 miles -- are eligible for Toyota Certification.
- No enrollment or annual fees.



Dealer Overview

Why buy Toyota Certified?

- Like new car at a used car price
- More car for your money
- Minimize the effects of new car depreciation
- Backed by a manufacturer's warranty
- Vehicle in like new condition (160 point inspection)
- All the perks of buying at competitive finance rates

Results of the Toyota Certified Program include

- Increased sales volume
- Faster turn rates
- Higher average grosses
- Higher ROI
- Reduced certification expense
- Improved dealership image
- Improved customer retention and referrals



Dealer Overview

Dealer Eligibility

- All Toyota dealers are eligible to participate in the Toyota Certified Used Vehicle Program.
- Dealer must sign and complete the Toyota Certified Participation Agreement and agree to the terms and conditions of the Agreement.

Dealer Responsibilities

- Select, inspect, and recondition vehicles to Toyota Certified Standards. Keep original copy of completed and signed vehicle inspection checklist and corresponding repair order in vehicle service folder.
- Ensure that each Certified Vehicle passes the Carfax® vehicle history report and keep a copy of the report in the vehicle service folder.
- Utilize all Toyota Certified Point of Sale merchandising support materials including a priced TCUV window sticker, (also known as a Monroney Label), for each vehicle.
- Provide the retail customer with a copy of the completed and signed inspection checklist and Carfax® vehicle history report.
- Display Toyota Certified Used Vehicles in a dedicated, stand alone area with high-visibility. Including TCUV Light Pole Banners designating the space and if possible, a TCUV vehicle in the showroom.
- Report the Toyota Certified Used Vehicle Limited Warranty and Toyota Certified Mechanical Failure Service Contract to JM&A/SET via Dealer Daily/Reporting System within five (5) working days after the retail date.



Dealer Overview

TOYOTA CERTIFIED INVENTORY INSPECTION

- All vehicles must pass the Toyota Certified Inventory Inspection (see Inspection Guidelines section for details).
- The Dealer shall make all Toyota Certified vehicles available for periodic inspections by the assigned JM&A Group Field Service Manager, during regular business hours, without notice to the dealer.
- A random sample of Toyota Certified vehicles may be chosen for inspection, including a test drive by the inspector, using grading standards specified by JM&A Group.
- Results of inspections will be reviewed with a member of the dealership's management team upon completion of the inspection.
- Inspected vehicles will be graded in one of two categories. The grade it receives will determine what action the dealer needs to take:

Pass - This means that the vehicle has passed Toyota Certified standards. No dealer action required.

Fail – This means that the vehicle was found to have items which do not meet the Toyota Certification standards. Typically, these items are repairable and if repaired correctly will result in restoring the vehicle to a passing score. Dealer action required:

- ✓ Remove vehicle from display area
- ✓ Repair items to meet Toyota Certified standards
- ✓ Return vehicle to display area upon receiving passing grade

NOTE: The sale of a Toyota Certified vehicle is a complete package and the Toyota Certified Limited Warranty and Roadside Assistance are part of the purchase price of the vehicle. There can never be a separately stated charge for these items to the consumer.



Limited Warranty

Warranty Period

- The Toyota Certified Limited Powertrain Warranty is 7 years/100,000 miles, which expires 7 years after the Certified Vehicle Purchase Date, or when the odometer reaches 100,000 miles, whichever comes first. ***Also, included is 12 months/12,000 miles of Platinum coverage from the vehicle purchase date and the current odometer reading.***

Limited Warranty Coverage

- The TCUV Limited Warranty is a Limited Powertrain Warranty. See the *Certified Limited Warranty*, form TC06, for complete coverage information. The Toyota Certified Limited Warranty is included in the purchase price of the vehicle and cannot be sold separately or as an aftermarket product.

Area of Coverage

- The TCUV Limited Warranty is serviceable at over 1,400 Toyota dealers in the continental U.S., Alaska, Hawaii, and Canada.

When to Apply the TCUV Limited Warranty

- ***The TCUV Limited Warranty is secondary to any remaining factory new car warranty on the vehicle. The factory warranty is always the primary warranty for warrantable repairs.***

Warranty Deductible

- There is no deductible charge to the customer for each TCUV Limited Warranty repair visit. The visit may have two or more warrantable repairs; however, the charge is \$0 per visit. If the same Covered Part previously repaired under this TCUV Limited Warranty fails again, the deductible will be waived.



Limited Warranty

Warranty Transfer

- The Toyota Certified Limited Warranty is transferable to the subsequent owner at no charge.
- In the event a previously retailed TCUV is acquired by a Toyota dealer, and if the vehicle still meets the eligibility parameters for Certification, the dealer can sell the vehicle as a TCUV; however, the vehicle must be re-Certified following all mechanical and appearance standards.

Travel Breakdown Protection

- Travel Breakdown Protection will be provided to the customer for the duration of the TCUV Warranty. In the event of a mechanical breakdown of a covered part, reimbursement for food and lodging will commence the day after the claim is reported, provided the customer is in excess of 100 miles from their home. Reimbursement shall be limited to \$100 per calendar day and \$500 per occurrence. This is limited to downtime repairs and ends at the time of repair completion.

Towing

- Towing to the nearest Toyota dealership or authorized repair facility will be covered if the TCUV becomes disabled due to a covered mechanical breakdown.

Alternate Transportation Coverage

- If a TCUV is undergoing a repair covered by the TCUV Limited Warranty, the customer is entitled to reimbursement for alternate transportation expenses up to \$50 per day for up to five (5) days per occurrence. Includes reimbursement for public transportation, rental car services or ridesharing services using a legal business entity. Valid transportation receipts will be required for reimbursement. The deductible does not apply to this benefit.



Roadside Assistance

- Roadside Assistance is a part of the TCUV Limited Warranty.
- The coverage is 7 year from the purchase date, unlimited miles.
- Roadside coverage is provided 24 hours a day, 365 days a year – throughout the continental United States, Hawaii, and Canada. Coverage is not extended to Mexico.
- The Toyota Certified Limited Warranty contract will serve as the customer's registration into this program. It is important that a warranty contract is produced and submitted to FWS for each eligible vehicle sold, regardless of whether an upsell to a mechanical service contract might have occurred, or if the vehicle still falls under the original factory warranty coverage.

Roadside Assistance Services

Customer Sign and Drive

In the event a customer needs to use one of the services available to them under Roadside Assistance, they are eligible for “sign and drive” coverage. The customer simply needs to sign the billing invoice and then drive away.

Toll-Free Number

For all Roadside Assistance services, the toll-free number is (800) 451-5665.

Flat Tire

Service personnel will change the customer's flat tire and replace it with the customer's properly inflated spare tire. This service does not include the cost of a replacement tire or the repair of the customer's flat tire.

Jump Start

Service personnel will attempt to jump start the customer's vehicle. This service does not include a replacement battery or “push starting” a vehicle.



Roadside Assistance

Roadside Assistance Services (cont'd.)

Lock Out

In the event the customer experiences a situation where they lock their keys in their vehicle, lose their keys, or experience any other condition that may render them unable to unlock their vehicle, this service provides for the unlocking of their vehicle. Making new keys or starting the vehicle is not included in this service.

Towing

In the event the customer experiences a situation where their vehicle should cease operating and requires towing, this service provides for a tow to the nearest Toyota dealer or authorized repair facility.

Out of Gasoline

In the event the customer's vehicle ceases to run because of lack of fuel, this service will provide up to three (3) gallons of gas.

Temporary Membership Card

At the time of delivery, the Certified customer should be given their Toyota Certified Folio. Inside the folio will be their temporary Roadside Assistance membership card. They will receive their permanent membership card in three to four weeks.



Merchandising Materials

Proper placement of merchandising materials will enhance the appearance of the vehicles, the product knowledge of the salespeople, and the customer's trust in the pedigree of the vehicle. To maintain the appearance of the lot and the vehicles, the stickers must stay on the vehicle until sold. Therefore, ensure the window is clean and that the adhesive sticks to the window on the entire perimeter of the sticker.

There are two categories of placement -- 4-door vehicles and 2-door vehicles -- and five items that need to be displayed on or in the vehicle:

- 160 point inspection display (Side Sticker)
- Window sticker with equipment listing
- Customer Folio & Warranty Supplement Booklet
- License Plate (depending on state laws)
- Decals

4-Door Models

Driver's side, rear passenger window:

- Window sticker closest to B pillar
- 160 point inspection display to its right, closest to C pillar

Interior of Vehicle:

- Customer Folio & Warranty Supplement Booklet

2-Door Models

Driver's side window:

- Window sticker closest to A pillar
- 160 point inspection display to its right, giving the appearance of one large sticker

Interior of Vehicle:

- Customer Folio & Warranty Supplement Booklet



Certified
Used Vehicles

Merchandising Materials

POINT OF PURCHASE



Certified
Used Vehicles



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Used Vehicles

**CERTIFIED V
DELIVERY K**



Let's Go Places

**CERTIFIED VEHICLE
DELIVERY KIT**



Let's Go Places



Customer Folio & Warranty Supplement Booklet

(Includes Roadside Assistance Card)

Dimensions: Folio 9" x 6"; Warranty Supplement Booklet 8 1/2" x 5 1/2"

C/S# 11508



Certified
Used Vehicle:

- Emergency Roadside
- 24-Hour, 365-Day Se
- Emergency Towing
- National Toll-Free As

Service provided through Cross Country Motor
Alaska, California, Hawaii, Oregon, Wisconsin
through Cross Country Motor Club of California

© 2016 CMC

24-Hour National Toll-Free
Roadside Assistance Number



Certified
Used Vehicles

TEMPORARY ID CARD

24-Hour National Toll-Free
Roadside Assistance Number

1-800-451-5665

VIN#

C/S 11508 (04/2016)

Roadside Assistance Card

Dimensions 3 3/8" x 2 1/8"



**Certified
Used Vehicles**

Merchandising Materials

POINT OF PURCHASE

LIFT CORNER TO REMOVE BORDER & REVEAL ADHESIVE



WARNING: PLACE STICKER ON CLEAN GLASS - DO NOT PLACE STICKER ON TINTED GLASS - BEST APPLIED BETWEEN 0 AND 100 DEGREES F
C/S11392 Rev. 4/19

Toyota Certified Window Sticker

Dimensions: 8.5" x 11"

C/S# 11393



Certified
Used Vehicles

Merchandising Materials

POINT OF PURCHASE



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7 – YEAR / 100,000 MILE
POWERTRAIN LIMITED WARRANTY

12 MONTH / 12,000 MILE
PLATINUM LIMITED WARRANTY

Window Eyebrow

Dimensions: 25” x 6”

C/S# 11399



Certified
Used Vehicles

160 POINT
QUALITY ASSURANCE
INSPECTION

PASSED

C/S 11394 (4/19)

Window Decal

Dimensions: 1” x 3”

C/S# 11394

License Plate

Dimensions: 12” x 6”

C/S# 11509



Certified
Used Vehicles

C/S 11509 04/19
172365



**Certified
Used Vehicles**

Merchandising Materials

POINT OF PURCHASE

LIFT CORNER TO REMOVE BORDER AND REVEAL ADHESIVE

Certified Used Vehicles

160 Point Certification Inspection

PRELIMINARY INSPECTION

Road test including:

- Engine start-up, operation & warm-up
- Brake & parking brake operation
- Active seat belt test
- Clutch, transmission & overdrive operation
- Transfer case operation (4WD only)
- Steering operation, off-center & alignment
- Tilt steering wheel operation
- Wiper/Washer operation & blade condition
- Speedometer & odometer operation
- Cruise control operation, including resume
- Heater & air conditioning operation
- Abnormal noises, vibrations, squeaks, rattles

Frame check including:

- Body surface, lower body, under body
- Tire pressure, defects & damage
- 5/32" minimum tire tread depth
- Drive shaft, joints, CV joints and boots
- Struts/shock absorbers leaks & wear
- Exhaust system including catalytic converter
- Fuel, oil, coolant or other fluid leaks

Emissions & state inspection:

- Perform emissions test and/or state inspection, if required

MECHANICAL CERTIFICATION

Underhood including:

- Underhood labels & decals
- Air filter, drive belts & hoses
- Battery cables & mount
- All coolant levels & test
- Air conditioning levels; check at sight glass

Functional & walkaround including:

- All lights & warning lights
- All mirror operation, adjustment & condition
- Glass free of cracks, stars & large chips
- Window, sunroof or top operation
- Audio system & dock (set if required)
- Upholstery inspection
- Truck bed, bed liner, tailgate, rear bumper
- Door & door key/flock operation
- Seats & seatbelt operation for every position
- Rear defogger
- Headlight aim
- Hood, trunk & fuel filler door latches
- Spare tire pressure; jack & wrench match & work

Mechanical including:

- Pull 4 wheels & check brakes
- Minimum 50% remaining wear on brake pads/shoes
- Inspect brake rotors/drums for minimum thickness
- Differential oil level
- Engine oil & filter changed using Toyota parts

Exterior cleaning & polishing including:

- Body, fenders, engine compartment
- Door jambs & behind gas filler door
- Tires & fender walls
- Wheels & spare tire
- Bumpers & lower body below moldings

Interior cleaning including:

- Dry brush carpets & vacuum interior, trunk
- Clean all vinyl surfaces
- Clean headliner & sun visors
- Clean interior windows
- Clean carpets, seats, door trim & trunk carpet
- Clean & condition leather surfaces as required

Inspection by Detail Manager including:

- Interior is odor free
- Buffing dust & residue have been removed
- Wheels are free of dirt & brake dust
- All interior cracks & crevices are clean
- Glass is free of dirt & streaks
- Body is reasonably free of dents & dings
- Paint is reasonably free of chips & scratches
- Interior is free of burn marks, holes, rips & tears
- Bumpers are reasonably free of cuts & scratches
- Glass is free of cracks, chips & other defects

Inspection of the emission system of the automobile listed above and the air pollution control devices does not represent a warranty that the automobile meets federal or state emission control requirements nor is it a substitute for obtaining certification from a valid emission control station. The inspector makes no warranty, expressed or implied, with respect to the sufficiency of the air pollution control devices with respect to federal and state guidelines. Printed in U.S.A.

Inspections performed are limited to determining that the parts and components listed and checked on this sticker are in proper working condition AT THE TIME OF DELIVERY OF THE VEHICLE TO YOU THE CUSTOMER. Except as stated in the separate Limited Warranty Document, the dealer is not responsible for and does not warrant any matter, component, part, accessory or otherwise, other than the working condition of those inspected parts and components AT THE TIME OF DELIVERY. The dealer is not responsible and/or liable for defects arising after delivery of the vehicle to you.

Side Sticker

Dimensions: 6" x 11"

C/S # 3093

WARNING: PLACE STICKER ON CLEAN GLASS • DO NOT PLACE STICKER ON TINTED GLASS
BEST APPLIED BETWEEN 0 AND 100 DEGREES F

CS 11393 (04/19)



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Merchandising Materials

POINT OF PURCHASE

160Point 
QUALITY ASSURANCE INSPECTION



Certified
Used Vehicles

12 Month/ 
12,000 Mile
COMPREHENSIVE WARRANTY



Certified
Used Vehicles

7 Year/ 
100,000 Mile
LIMITED POWERTRAIN WARRANTY



Certified
Used Vehicles

7 Years of 
Roadside Assistance



Certified
Used Vehicles

CARFAX Vehicle History Report™



Certified
Used Vehicles

Magnets

Dimensions: 9 1/4" x 14"

C/S # 11504



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Merchandising Materials

SALESPERSON GUIDES



Certified Used Vehicles

**“The Best New Cars
Make The Best Used Cars”**

It's a Toyota

- The best new cars make the best used cars!
- Eligible Vehicles: Current model year & 6 years back;
<85,000 miles.

160-Point Inspection

- Conducted by Toyota factory trained technician
- Quality & safety inspection

Carfax Vehicle History Report

- Carfax has over 3 billion records in database
- Carfax provides a report of any title-related problems such as:
 - Salvage, rebuilt, flood damage, damage disclosure, manufacturer buy-back, roll overs or unreliable odometer

Powertrain Limited Warranty (7 yr/100k)

- Effective from the Certified Vehicle Purchase Date
- Engine, transmission/transaxle, drive axle
- \$0 transfer fee
- \$50 deductible / occurrence

Platinum Limited Warranty (12 mo/12K)

- Covers any mechanical breakdown except those items listed in the “Exclusions from Coverage” section
- \$0 deductible / per occurrence

Roadside Assistance (7 yrs/unlimited)

- Toll-free (800) 451-5665
- 24 hours a day / 7 days a week
- Towing to the nearest Toyota dealership or authorized repair facility
- Jump Start
- Flat Tire
- Fuel
- Lockout
- “0” miles from home

Travel Breakdown Protection (7 yrs/100k)

- \$100 / day
- Maximum of \$500 per occurrence
- 100 miles from home

Alternate Transportation Allowance (7 yrs/100k)

- \$50 / day
- Maximum 5 days / per occurrence

Certified Wrap Service Contract

- 7/100, 7/125, 8/100, 8/125 term / mileage optional coverage options available
- Platinum coverage option available
- \$0 and \$50 deductible options

Peace of Mind

- Worry-free buying experience for customer
- What is in our customer's best interest is in our dealership's best interest

172361

C/S# 11396 (03/19)

Pocket Guide for Used Vehicle Salesperson

Dimensions: 3” x 5”

C/S# 11396



**Certified
Used Vehicles**

Merchandising Materials

ADDITIONAL MATERIALS AVAILABLE:

- | | |
|--|----------|
| •Toyota Certified Wind Feather | CS 11505 |
| •Toyota Certified 160 Point Inspection Sheet | CS 3098 |
| •Toyota Certified Sales Associate Button | CS 11507 |

TO ORDER SUPPLIES, PLEASE CALL:

1-888-562-3676



**Certified
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Carfax®

WHAT IS CARFAX?

- Carfax® is a vehicle history service that provides dealers access to the nation's largest database of vehicle history information that can be used to uncover hidden problems in their inventory.
- Carfax® has over 3 billion vehicle records in their database.
- Carfax® Vehicle History Reports (VHR's) are available at no charge on all Toyota Certified vehicles.
- Carfax® VHR's pinpoint problems hidden in a vehicle's past and protects the dealership against costly buy-backs. This helps ensure accurate appraisals on trade-ins as well as provide reports that are effective deal-closers.
- Carfax® provides a report of any title-related problems such as salvage, rebuilt, flood damaged, damage disclosure, manufacturer buy-back, roll overs or unreliable odometer.
- Toyota Certified dealers can run one Carfax® Vehicle History Report for each Toyota Certified vehicle.





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Window Label Software

LAUNCH THE WINDOW STICKER APPLICATION

In order to operate the new web-based Toyota Certified Window Sticker Application, the system onto which you are using the application should meet the following minimum guidelines:

- We recommend that the system have and use the most current version of Internet Explorer.
- The software requires the latest version of Adobe Reader, which can easily be downloaded for free from www.adobe.com.
- The system should be set up to always allow Pop-Ups.
- Add VehicleDetails.com as a Trusted Site in your Internet Security Settings.

Note: In order to use the new web-based Toyota Certified Window Sticker Application, the dealership computer must have internet access.

LOG-IN TO THE APPLICATION

1. Go to www.VehicleDetails.com
2. Enter the log-in and password provided. If you have not received your username & password, please contact the **Vehicle Details Technical Support Team at 262.240.9652**
3. The first item you see will be the software license agreement. Click on “Accept” to proceed.



**Toyota Certified Window Sticker
Technical Support is available from
9:00 AM to 4:00 PM Central Time,
Monday through Friday.**

**This service is free of charge to all
Toyota Certified Dealers.
Technical Support Team
262-240-9652**



Certified
Used Vehicles

Window Label Software

SETTING UP THE APPLICATION

Most of the Dealer Information section of the program will be set up for you. Visit each tab on the dealer setup screen to ensure that the application is configured properly. There are key pieces of information that you will need to complete. If any of your Dealership Information is listed incorrectly, please use the button provided to **Request Address Change**.

The QR Code Feature will be enabled for all Dealers. This means that for **every** Certified Vehicle saved to inventory, you can print the QR Code on the Monroney-Like Window Sticker. If you choose to opt-out of using the QR Code Feature, please contact VehicleDetails.com Technical Support at (262) 240-9652 and the feature will be removed from your account.

Click on DEALER SETUP to add important information:

1. Add **Contact Name**
2. Add **Email Address** – All Vehicle Inquiries generated from the QR Codes will be sent to the email address you have saved to VehicleDetails.com.
3. Add **Website** – Add your Dealership Website here to appear on QR Code-generated Vehicle Listing URL.

VehicleDetails.com

Toyota Certified Dealer

User: [] Log Off

Save Cancel

Dealer Info Users Messages Report Options Equipment List Forms Vehicle History Report Credits Warranty List

Name: Toyota Certified Dealer

LegalName: []

Address 1: 500 NW 12th Avenue

Address 2: []

City: Deerfield Beach

State: FL

Zip Code: 33442

Country: US

Contact 1: []

Email: []

Contact 2: []

Email: []

Phone: []

Fax: []

Website URL: (incl. http://) []

Delete All Inventory

Delete All Addendum Inventory

Vehicle VIN Decoding

☒ Use US Decoding

☐ Use Canadian Decoding

Request Address Change

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Home Inventory Add Vehicle Dealer Setup Sticker Alignment Buyer's Guide Addendums Export Data Import Data One-Button Upload Inventory Reports Technical Support Video Tutorials

Report Options

Print Barcode On Sticker: ☐ Yes ☒ No

Print QR Barcode On Sticker: ☒ Yes ☐ No (Contact Technical Support to re-enable this feature)

Print Vehicle History Logo On Sticker: ☒ Yes ☐ No

Print Buyer's Guide With Sticker: ☐ Yes ☒ No

Auto-Copy Total Price to Internet Price: ☐ Yes ☒ No

Print Price On Sticker: ☒ Yes ☐ No

Auto-Add Pedigree Image: ☒ Yes ☐ No

Use Auto-Upload for OBU Service: ☐ Yes ☒ No

Use DMS Import Auto-Sync: ☒ Yes ☐ No

Use DMS Import Auto-Update: ☒ Yes ☐ No

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Visit the Report Options Tab To set up Account Options




Certified
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Window Label Software

ADD YOUR CERTIFIED VEHICLE TO INVENTORY

At the main menu, select ADD VEHICLE. VIN, Stock # and Odometer will be required to add your Certified Vehicle.

1. Enter VIN and Odometer, then click DECODE. The system will decode the VIN. You may get one or more possible vehicles to select from. If it gives you more than one choice, choose the correct vehicle and click **Continue** to go to the Vehicle Build screen.
2. In the VEHICLE BUILD screen, enter Color, Stock Number, Price and Internet Price. *Internet Price will be used for the QR-Code generated Vehicle Listing URL
3. Use the tabs on the BUILD VEHICLE SCREEN to edit equipment, specifications, add notes, attach photos and more.
4. Obtain CARFAX Vehicle History Report by clicking the button provided.
5. Click **SAVE** to save all your vehicle information. You can return to the Vehicle Build Screen to add Photos. See the next section for adding photos to your Certified Vehicle.



Toyota Certified Dealer

User: Log Off

[VIN Decode](#)
[Manual Build](#)
[Create Custom Vehicle](#)
[Add From DMS](#)

Home

Inventory

Add Vehicle

Dealer Setup

Sticker Alignment

Buyer's Guide

Addendums

Export Data

Import Data

One-Button Upload

Inventory Reports

Technical Support

Video Tutorials

Dealer: Toyota Certified Dealer ▼

VIN:

Year: 2016 ▼

Make: TOYOTA ▼


Model: CAMRY ▼

Trim: SPECIAL EDITION 4DR 2.5/A6 ▼

Odometer:

[Continue](#)
[Cancel](#)

VIN Decode



Toyota Certified Dealer

User: Log Off

[Save](#)
[Save/Print](#)
[Cancel](#)

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Year: 2016 Make: TOYOTA Model: CAMRY SPECIAL EDITION 4DR 2.5/A6 Stock #:

[Info](#)
[Equipment](#)
[Specs](#)
[Notes](#)
[Photos](#)
[Extras](#)
[QRC Setup](#)

Dealership: Toyota Certified Dealer
 VIN: 4T1BF1FKGUXXXXXX
 Odometer: 32684
 Exterior Color: White
 Interior Color: Black
 Inventory Date: 4/30/2019

MSRP: \$15847
 Dealer Cost: \$10000
 Book Value: \$10000
 Price: \$15847
 Discount: \$0
 Add-on 1: \$0
 Add-on 2: \$0
 Final Price: \$15847
 Internet Price: \$10000

[Vehicle History Report](#)


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Vehicle Build



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Window Label Software

ADD PHOTOS TO YOUR CERTIFIED VEHICLE TO INVENTORY

To add photos to your Certified Vehicle, click **EDIT** next to the vehicle in the Inventory screen.

1. In the Vehicle Build screen, click the **Photos Tab** at the top
2. Click the **Add** Button, the Photo Tool will be a pop-up window. If you do not have Flash installed on your computer, you may be prompted to install the Flash Component in order to use our Photo Tool. Please follow the on-screen prompts to install or update the Flash Component. If the tool is already installed, you can continue with adding photos.
3. Click the **Add More Files** Button in the Photo Tool Window. A browser window will pop-up.
4. Browse to your Photos Location on your computer and select the photo that you would like to add to your certified vehicle. You may select multiple photos at one time. For best results, select only 10 Photos at one time to Upload. You can add more photos at any time.
5. Individual Photo Size should not exceed 3.5 MB.
6. Click **Upload** to Continue. Wait for the upload to complete. Your uploaded images will appear in the Photos Tab of the Vehicle Build Screen after the upload is complete.
7. After your photos have been added to your Certified Vehicle, click the **SAVE** button at the top to save this vehicle to your inventory.

Add Photos

The screenshot displays the Vehicle Details.com web application. The main interface is titled 'VEHICLE Details.com' and features a Toyota logo on the left. A sidebar on the left contains a menu with options: Home, Inventory, Add Vehicle, Dealer Setup, Sticker Alignment, Buyer's Guide, Addendums, Export Data, Import Data, One-Button Upload, Inventory Reports, Technical Support, and Video Tutorials. The main content area shows a 'Vehicle Build' screen for a 2016 Toyota Camry. The 'Photos' tab is selected, and a 'Photo Tool' window is open. This window includes a 'Files for upload' section with a grid of photo thumbnails and an 'Upload' button. A browser window is also visible, showing the URL 'http://vehicledetails.com/ImageUpload/photoUpload.aspx?DealerId=280&VehicleId=2987004&ts=636922136440238452'.

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Certified
Used Vehicles

Window Label Software

VIEW THE QR CODE-GENERATED VEHICLE LISTING URL

For each vehicle, you can Preview the QR Code Image and the QR Code-Generated Vehicle Listing URL.

From the INVENTORY Screen:

1. Click Edit next to the vehicle you would like to PREVIEW.
2. Click the QRC Setup Tab at the top of the Vehicle Build Screen.

The screenshot displays two overlapping windows from the VehicleDetails.com software. The background window is the 'Inventory' screen, showing a list of vehicles with columns for Photos, Stock, Year, Make, Model, VIN, Color, Odometer, Certified?, New/Used, and Printed?. A vehicle with Stock # T2019M2, Year 2016, Make TOYOTA, and Model CAMRY SPECIAL EDITION 4DR 2.5/A6 is selected. The foreground window is the 'Vehicle Build' screen for this vehicle, showing fields for Year (2016), Make (TOYOTA), Model (CAMRY SPECIAL EDITION 4DR 2.5/A6), and Stock # (T2019M2). The 'QRC Setup' tab is active, showing options to 'Print QR Barcode on Sticker' (checked) and 'Product QR Display URL' (TC Toyota Certified QR Layout). Buttons for 'Preview Page' and 'Show QR Code' are visible at the bottom of the QRC Setup section.

3. To Preview the QR Code-Generated Vehicle Listing URL, click the **PREVIEW PAGE** Button
4. To Preview the QR Code itself, click the **SHOW QR CODE** Button

For each button clicked, a pop-up window will appear to show you the requested image. Please continue to the next page to see examples of each.

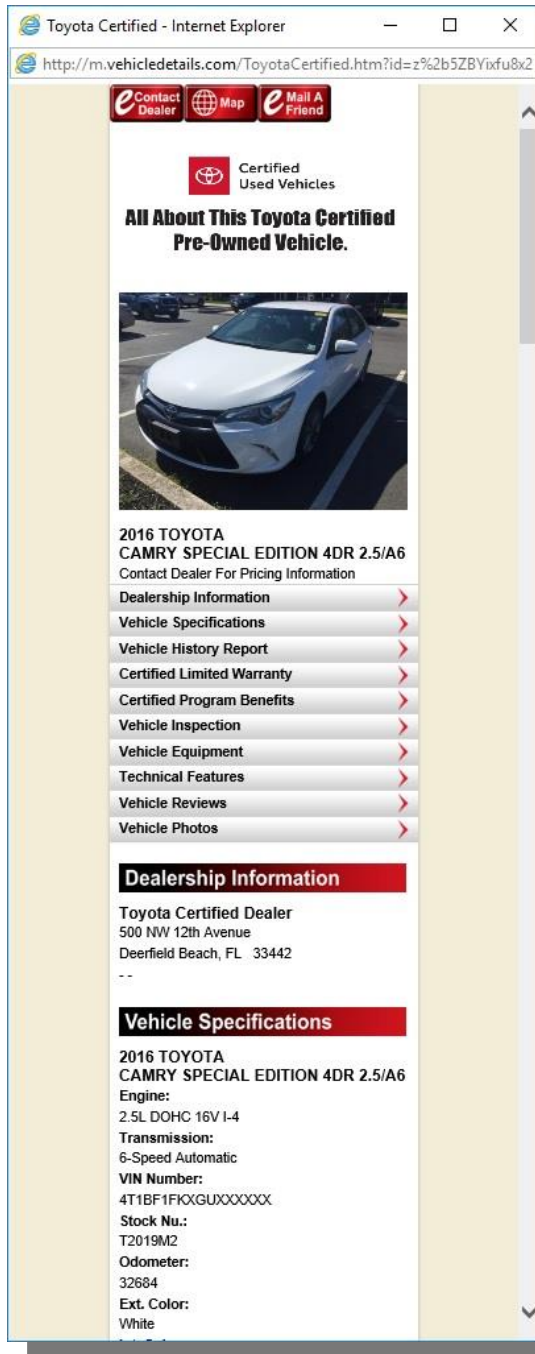


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TOYOTA CERTIFIED VEHICLE LISTING PAGE EXAMPLE

Example of the QR Code-Generated Vehicle Listing URL and the QR Code Image



Left: QR Code-Generated Vehicle Listing URL

Below: QR Code Image



From your mobile device, download a **QR Code Scanner Application**. There are several free applications available.

Scan the QR Code above to view the full Vehicle Listing URL.



Window Label Software

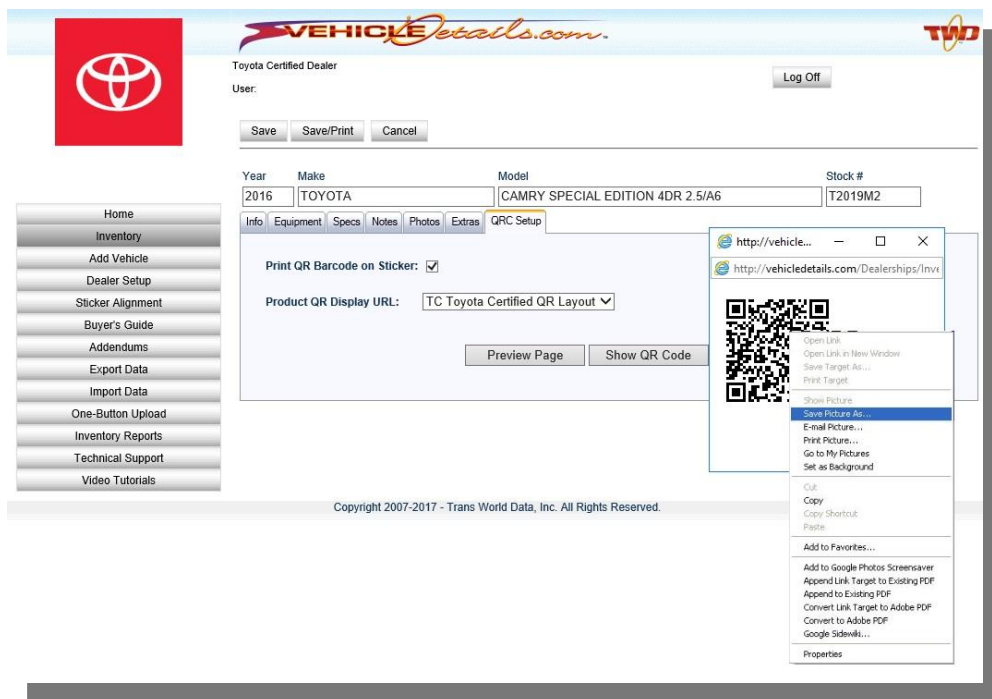
SAVE THE QR CODE IMAGE TO USE FOR ADVERTISING

You can easily save the QR Code Image for any vehicle and use it for Newspaper Ads or other means of Advertising. Follow these simple instructions to save the QR Code Image:

From the INVENTORY SCREEN:

1. Click **EDIT** next to the vehicle you would like to PREVIEW.
2. In the Info Tab, click into the VIN Field and highlight the VIN. On your keyboard, hit the Control (CTRL) key and the Letter C to copy the VIN to your clipboard.
3. Click the **QRC Setup Tab** at the top of the Vehicle Build Screen.
4. Click the **SHOW QR CODE** Button. A pop-up window will appear with the requested image.
5. With your mouse pointed ON the image itself, click using your RIGHT mouse button and select **"SAVE PICTURE AS"**
6. At this point, you are saving the QR Code Image as a JPEG to your computer. You will choose the folder location in the window that appears.
7. When asked to give the image a File Name, simply paste the VIN that's saved to your clipboard by using Control (CTRL) and the Letter V on your keyboard.

The QR Code image is now saved to your computer's hard drive in the folder that you selected and from this point can be given to your Marketing Department to use when placing Newspaper Ads.





Certified
Used Vehicles

Window Label Software

SETUP PRINT ALIGNMENT FOR YOUR CERTIFIED WINDOW STICKERS

The window sticker alignment will be already set up for you. It is still recommended that you test out the Sticker Print-Out on blank paper before printing on Sticker Stock. Follow these simple instructions to adjust the printing position of each field on the window sticker:

1. Select **Sticker Alignment** at the main menu.
2. Select **the field needed** from the list of items that print on the sticker
3. Make your changes to the Vertical or Horizontal Position
 - To move the image **DOWN**, increase the Vertical Position.
 - To move the image **UP**, decrease the Vertical Position.
 - To move the image to the **RIGHT**, increase the Horizontal Position.
 - To move the image to the **LEFT**, decrease the Horizontal Position.
4. When finished click **SAVE LAYOUT** in the top left corner.

Return to the Inventory screen

1. Select any vehicle by clicking the check box in the left column
2. Click **Print Stickers** at the top of the Inventory screen
3. A pop-up window will appear with the PDF of the Vehicle Window Sticker.
4. Use the Print Icon in the PDF to print the window sticker on blank paper

**Once the alignment is set, you can begin printing on your
Certified Window Sticker Stock.**



Certified
Used Vehicles

Window Label Software

CERTIFIED INVENTORY MANAGEMENT

From the Main Menu Buttons on the left, Select INVENTORY

EDIT CERTIFIED VEHICLES:

1. To EDIT a vehicle, find your vehicle and click the EDIT button at the right.
2. In the VEHICLE BUILD SCREEN, edit the appropriate fields.
3. To reprint the sticker when you are finished – click SAVE/PRINT
4. If you do not need to reprint – just click SAVE to keep your changes

PRINT WINDOW STICKERS:

1. Select the vehicle(s) that you wish to print a Window Sticker by clicking the check box to the left of the vehicle.
2. Click the PRINT STICKERS button at the top

DELETE SOLD VEHICLES:

You cannot undo this action once you have clicked DELETE.

1. Click the check box to the left of the vehicle(s) you want to delete
2. Click the DELETE SELECTED button at the bottom of the screen, if you have multiple vehicles selected.
3. Click DELETE to the RIGHT of the vehicle if you only have one vehicle selected.

Inventory Management

Toyota Certified Dealer

User: Log Off

Print Stickers Print Buyers Guides Print Info Sheets Print Brochures Mark All to Upload

Dealership: Toyota Certified Dealer Search: Go Select View: Vehicle Details

Sorted by Date: Vehicles per page: 20 Filter: Show All

Photos	Stock	Year	Make	Model	VIN	Color	Odometer	Certified?	New/Used	Printed?	
<input type="checkbox"/>	6	T2019M2	2016	TOYOTA	CAMRY SPECIAL EDITION 4DR 2.5/A6	4T1BF1FKXGUXXXXXX	White	32684	<input checked="" type="checkbox"/>	Used	<input type="checkbox"/> <input type="button" value="Edit"/> <input type="button" value="Delete"/>

Current Inventory 1 Selected Inventory 0

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**Certified
Used Vehicles**

Window Label Software

TOYOTA CERTIFIED PRINTED WINDOW STICKER EXAMPLE

LIFT CORNER TO REMOVE BORDER & REVEAL ADHESIVE 

2016 TOYOTA CAMRY SPECIAL EDITION 4DR 2.5/A6

Engine:	2.5L DOHC 16V I-4
Trans:	6-Speed Automatic
VIN Number:	4T1BF1FKXGUXXXXXX
Stock No.:	T2019M2
Odometer:	32,684
Ext. Color:	White
Int. Color:	Black

**160-POINT PRE-DELIVERY
TOYOTA CERTIFIED INSPECTION**

**7-YEAR / 100,000 MILE
LIMITED POWERTRAIN WARRANTY
INCLUDED FOR YOUR
PEACE OF MIND**

Car and Driver reports Camry SE is well equipped for the money * Car and Driver credits Camry SE with the best back seat with two or three* Edmunds calls Camry a compelling and competitive midsize sedan *



**Certified
Used Vehicles**

**Standard Equipment For This Vehicle Type
When Newly Manufactured:**

----- INTERIOR FEATURES -----

12-Volt Auxiliary Power Outlets
6.1-Inch Touch-Screen Display
6-Speaker Audio System
Advanced Voice Recognition
Air Conditioning w/Filter
AM/FM/CD/MP3/WMA Audio System
Auxiliary Audio Jack
Backup Camera
Cruise Control
Day/Night Rearview Mirror
Entune Audio Plus w/Connected Navigation App
Hands-Free Phone Capability
Navigation w/Turn-By-Turn Capability
Power Door Locks
Power Driver Seat w/Power Lumbar
Power Windows w/Front Auto Up/Down
Rear Window Defogger w/Timer
Shift-Linked Automatic Locking Feature
Sport Fabric Softex-Trimmed Front Seats
Steering Wheel w/Audio & Bluetooth Controls
TFT Multi-Information Display
Tilt/Telescopic Sport Steering Wheel
USB w/iPod Connectivity & Control

----- EXTERIOR FEATURES -----

Daytime Running Lights
Manual Fold Power Heated Exterior Mirrors
Power Tilt/Slide Moonroof
Washer-Linked Intermittent Windshield Wipers

----- ENGINEERING FEATURES -----

4-Wheel Disc Anti-Lock Brakes
Electric Power Rack-&-Pinion Steering
Electronic Brake Distribution & Brake Assist
Smart Key System w/Push Button Start
Smart Stop Technology
Vehicle Stability & Traction Control

----- SAFETY FEATURES -----

Front/Side/Front-Knee/Side-Curtain Airbags
LATCH Child Safety System

CITY MPG
25



HWY MPG
35

EPA mileage estimates are for newly manufactured vehicles, not for used vehicles. Actual mileage may vary with driving habits, road and vehicle conditions and vehicle age. Vehicle data, specifications and equipment information are compiled from public sources, believed by the publisher and dealer to be reliable. Data is subject to change without notice. The publisher and dealer assume no responsibility for errors and omissions in the compilation of this data. Window stickers are prepared by the dealer solely for the dealer's use and convenience. The publisher and dealer make no representations, expressed or implied, to any actual or prospective purchaser or owner of this vehicle as to the terms, ownership, description or condition of this vehicle, listed equipment, accessories, price or warranties. ANY AND ALL DISCREPANCIES BETWEEN THE FOREGOING AND ACTUAL VEHICLE ITSELF AND/OR ANY WARRANTIES OFFERED MUST BE ADDRESSED BY THE BUYER PRIOR TO THE SALE OF THIS VEHICLE.

**THIS TOYOTA CERTIFIED VEHICLE
IS ELIGIBLE FOR A COMPREHENSIVE
MECHANICAL FAILURE SERVICE CONTRACT**

Our Price **\$15,847.00**

Toyota Certified Dealer
500 NW 12th Avenue
Deerfield Beach, FL 33442



This label is intended as an approximate description of the vehicle. It is the responsibility of the buyer to address any and all differences between the information listed or implied on this label and the actual vehicle PRIOR TO THE SALE OF THIS VEHICLE.

WARNING: PLACE STICKER ON CLEAN GLASS • DO NOT PLACE STICKER ON TINTED GLASS • BEST APPLIED BETWEEN 0 AND 100 DEGREES F
C/S11392 Rev. 4/19



After the software has been loaded and the inventory has been entered, it is time to produce the window stickers. At this point, we need to train the lot personnel who will be responsible for maintaining the appearance of the inventory to ensure that the Toyota Certified vehicles are properly merchandised and displayed.

Even though merchandising seems to be a small part of the picture, it is possibly the most important part of the entire program. It is the first thing the customer will see, and it will set the stage for all the sales training that has been done. It will be difficult for the salespeople to do a walk-around if the stickers are not properly displayed and if the vehicle's appearance isn't up to the Toyota Certified standards. It will also be hard to show the customer the difference in vehicles while trying to justify price.

If a salesperson attempts to show a Certified Vehicle to a customer, and discovers during their sales presentation that the equipment doesn't work, the interior is dirty, or it won't start, any credibility you once had is now undermined. The salesperson must be able to maintain the confidence in the product and in the vehicle. The lot person will be your first line of defense to ensure this will not happen.

Try to get the lot person to look at the certified inventory in a fresh new way. Depending on the job responsibilities that have been assigned to the lot person, here are some of the areas in which they will need to be trained:

- First, take the lot person to a vehicle intended for the certification program. Let them inspect the vehicle with you and point out to you some of the things that they can see need to be corrected. Be sure to have them do a thorough inspection, including the engine compartment and trunk.

IMPORTANT!

Make sure that a back-up person is trained to handle the Toyota Certified duties assigned to the lot person.



Vehicle Preparation

Under the hood

- Ensure that the engine appears clean and oil-free
- Windshield washer bottle is filled and in proper working order
- All caps are on tightly
- Battery terminals are clean and tight

In the trunk

- Raise up the flooring and inspect the spare tire compartment
- Make sure the spare tire is clean, free of dirt, and properly inflated
- Make sure the jack and all tools are clean and free of dirt and in proper working order and properly attached in the compartment
- Make sure that the trunk covering is clean and dirt free and replaced correctly in the trunk compartment

Interior

- Make sure that all of the equipment is accounted for and in working order
- All charging ports should be in working conditions
- Check under and beside the seats and console to make sure that they are clean and free of dirt
- Pay attention to the condition of the carpets and cloth/leather seats, and make sure that they have been cleaned and all spots removed

Exterior

- Make sure that each vehicle is rinsed off at least once per week and that the interior remains free from dirt. This is especially important after the vehicles have been test-driven.
- Make sure that the window stickers are displayed properly and have a good, clean appearance. If they find a vehicle where the stickers have been torn or are in a faded condition, they need to ask the person in charge of producing the stickers to produce another one for that vehicle. Remove the torn or faded sticker and replace with the fresh one they have had produced.



Display

- The Toyota Certified vehicles should be displayed together in one designated area. There should not be any “non-certified” vehicles included in the mix. This will enable the salesperson to properly show the Certified inventory to the customer.
- Certified vehicles should be on the front row, next to the main thoroughfare, for the best impact and display. The customer will be able to see the merchandising materials even as they drive by and may be enticed to investigate what the differences are.
- The inventory should be washed and freshened up at least once per week. Depending on the weather and the number of demonstration drives, this may need to be done even more frequently. Keep in mind that these vehicles should maintain the highest standards in appearance for both the interior and exterior.



Vehicle Eligibility

Vehicle Eligibility

- All Toyota and Scion models.
- All sources: trades, off-lease, purchase, rental “TRAC”.
- Under 85,000 miles.
- Current model year and six (6) years back. The current model will be effective on January 1st of each year. The previous five years will then move up one year. For example, the 2020 model year is effective January 1, 2019. The oldest eligible vehicle would be a 2014.
- Vehicles must have been originally distributed by and sold by a Toyota Dealer located in the continental United States, Alaska, and Hawaii.
- No excessive repaired or unrepaired body damage (any evidence that three [3] or more outer body panels have been repaired and/or repainted; see Mechanical Standards and Process Notes).
- Vehicles must not have any evidence of airbag deployment.
- Vehicles cannot possess a branded title which contains any of the following designations:
 - Salvage
 - Rebuilt
 - Dismantled
 - Junk
 - Flood
 - Reconstructed
 - Mileage unknown
 - Water-damaged

NOTE: Please use the Carfax® Vehicle History Reports to check vehicle history. These reports are at no charge to dealers enrolled in the Toyota Certified program.



Vehicle Eligibility

Vehicle Eligibility (cont'd.)

- Not eligible are factory repurchase vehicles (buybacks), lemon law vehicles, and vehicles which have been damaged by natural disasters (e.g., flood, earthquake, hail damage) and repaired (may or may not be branded titles).
- Vehicles cannot have any body, chassis, or powertrain modifications, including, but not limited to:
 - Lowered suspension
 - Special flarings
 - Ground effects
 - Roof modifications or conversions other than quality sun and moon roof installations
 - Powertrain component modifications (Toyota Racing Development modifications are acceptable)
 - Altered 4WD and oversize tires and rims. (Tires and wheels must be the same size and load rating as OEM. TRD modifications are acceptable.)
- If the vehicle fails to meet the spirit and intent of the TCUV Program, do not certify. If in doubt as to eligibility, do not certify.
- The vehicle must pass the Toyota Certified Used Vehicle 160-point mechanical inspection performed by a Toyota-trained technician and must meet all detailing and appearance repair standards contained in this manual.
- Vehicles that have or have had frame or unibody damage, or any sign of structural repairs, are not eligible for certification. Structural components include, but are not limited to, the major load-bearing and/or passenger-protecting structural components in the vehicle.
- For more detailed information on vehicle eligibility, appearance, and mechanical standards, please consult the *Inspection Process Sheet*.



Inspection Guidelines

The Toyota Certified inspection process can be broken up into two different categories:

- What you are **required** to inspect
- What Toyota **strongly recommends**

Listed below are the items that need to be inspected in each category.

REQUIRED INSPECTION: 160 – Point Quality Assurance Inspection Checks, including but not limited to:

- All mechanical components and systems listed on the Toyota inspection process sheet must be operational.
- Any abnormal noises must be corrected.
- Any indication of engine sludge or gelling disqualifies the vehicle for certification.
- A road test must be performed to ensure there are no drivability problems.
- Tires must have even wear and at least 5/32" tread depth remaining.
- Brakes must have at least 50% lining remaining.
- After the inspection process is complete and the vehicle has passed, the Service Department should place the Toyota Certified decal in the bottom left hand side of the front windshield, to acknowledge that the process is complete.
- The vehicle must have the interior and exterior detailed.
- Any leaks should be corrected.
- The paint surface should be free of swirl marks.
- Light scratches not through the clear coat should be removed during the buffing process.
- Wheels should be clean and free of brake dust.



Inspection Guidelines

REQUIRED INSPECTION (cont'd)

- Tires should be clean and dressed. Be careful not to have excessive dressing on tires, this will stain the paint of the vehicle if too heavy.
- Engine compartment should be thoroughly cleaned.
- Trunk, including storage compartments, should be clean and free of debris with no evidence of stains.
- Spare tire should be present and clean, but not dressed. Spare tire compartment should be clean and all tools clean, properly stored and in proper working order.
- Interior seats, carpets, floor mats, glove box, console and package tray should be free of debris.
- Seats, carpets, floor mats and headliner should be free of all stains.
- Crevices around the dash, glove box, console and between the seats should be clean and free of any debris.
- Dash and vents should be thoroughly cleaned.
- Ashtrays and lighters should be thoroughly cleaned.
- All doorjamb clean.
- Interior should have a neutral smell, free of all odors including heavy “perfume” smells that are used to mask odors.
- Interior glass should be clean with no evidence of hazing or streaks.
- Any unnecessary decals should be removed from the windows.

RECOMMENDED INSPECTION:

- Full tank of gas.



Certified
Used Vehicles

Inspection Guidelines

SAMPLE INSPECTION PROCESS SHEET



Certified
Used Vehicles

160-Point Quality Assurance Inspection Check Sheet

This Inspection Check Sheet must be 1) completed with all items checked, 2) signed by responsible persons as indicated, and 3) retained along with repair orders and Vehicle History Report in the vehicle's service history file.

Dealership Name: _____ Dealer Code: _____

Year/Make/Model: _____ Stock Number: _____

Ext. Color: _____ Int. Color: _____ VIN: _____

Date Acquired: _____ Date Inspected: _____ R.O. Number: _____ Mileage: _____

Mechanical Certification (See Mechanical Standards and Process Notes For Additional Details)		Pass	Adjust/ Repair	Fail	N/A
VIN & Dealer Code Check					
1	Run and print Carfax Vehicle History Report and attach				
2	Run a Techstream Health Check and retain the diagnostic report in dealer file				
3	Check for and perform outstanding recalls and applicable SSCs				
Road Test					
4	Cold engine operation performs properly				
5	Throttle operates properly during cold start				
6	Vehicle operates properly during warm-up conditions				
7	Engine performs properly during operating temperature				
8	Engine reaches normal operating temperature				
9	Engine fan(s) operate properly				
10	Brake pedal free play and travel within specifications				
11	No abnormal vibrations or noises during brake applications				
12	ABS operates properly (See Techstream Health Check)				
13	Steering wheel centered in straight-line driving				
14	Vehicle tracks and drives straight on level surface				
15	Tilt and telescopic steering mechanism operates properly				
16	Front windshield wiper operates properly in all modes				
17	Rear windshield wiper operates properly in all modes				
18	Windshield washer fluid sprays properly				
19	Replace wiper blades/drivers and ensure clear glass properly				
20	Wipers return to correct position when off				
21	Speedometer functions properly				
22	Odometer application registers mileage in every mode				
23	Cruise control operates properly				
24	Heater operates properly				
25	A/C operates properly				
26	No abnormal noise or vibration from engine				
27	No excessive wind or road noise				
28	No abnormal tire vibration/shimmy during road test				
29	No abnormal squeaks/rattles within the interior of the vehicle				
Frame, Structure & Underbody					
30	Frame/Underbody condition				
31	Panel alignment and fit				
32	Lower body and underbody condition				
33	Supervision-related items for wear/leaks and proper performance				
34	Inspect struts/shocks for leaks and wear				

WHITE COPY: DEALERSHIP YELLOW COPY: CUSTOMER HARD COPY: SERVICE (USED-CAR DEPARTMENT)

Functional & Walkaround (cont.)		Pass	Adjust/ Repair	Fail	N/A
79	Tail lights operate properly				
80	Brake lights operate properly				
81	Side marker lights operate properly				
82	Backup lights operate properly				
83	Licenses plate lights operate properly				
84	No cracked, deeply blemished or broken lenses of exterior lights				
85	Instrument panel/warning lights operate properly				
86	HVAC panel/lights operate properly				
87	Instrument panel light dimmer operates properly				
88	Turn signals operate properly and self-cancel				
89	Hazard flashers operate properly				
90	Rear-view interior mirror operates properly				
91	Exterior mirrors: operation and condition				
92	Remote mirror control operates properly				
93	Glass free of cracks, stars and large chips				
94	Window tinting clear and conforms to local requirements				
95	Door/courtesy lights operate with door cycles				
96	Windows operate properly				
97	Window locks operate properly				
98	Power windows operate from master switch and all door switches				
99	Audio/CD/aux system working properly, CD cartridge present (if equipped)				
100	Audio speakers do not rattle at high volume and function properly				
101	Antenna is present and functional				
102	Clock operates properly				
103	EV ACC power outlet operates properly				
104	Airbags (if equipped) are present and operate properly				
105	Headliner, sun visor, dash pad, upholstery, console, cup holders, trim panels and carpet are in place, in good condition and operate properly				
106	Driver foot mat (if equipped) is appropriate OEM floor mat for the vehicle, properly secured and not stacked on top of another floor mat				
107	Doors open and close properly				
108	Door locks, including child safety locks, operate properly				
109	Remote keyless entry system and smart key system operate properly				
110	2 Master keys are present				
111	Theft deterrent system operates properly				
112	Seat adjustments and seat heater(s) operate properly				
113	Memory seat control operates properly				
114	Headrests function properly				
115	Defogger indicator light operates properly				
116	Rear defogger operates properly				
117	Luggage compartment light operation and trim appearance				
118	Luggage compartment is clean, free of debris, no stains				
119	Head and luggage compartment latches operate properly				
120	Interior remote luggage compartment release operates properly				
121	Emergency trunk release operates properly				
122	Fuel door release operates properly				
123	Spare tire's cover appearance and condition				
124	Spare tire or inflator kit present				
125	Spare tire has correct air pressure and a minimum of 5/32" tread remaining				
126	No signs of damage to spare tire				
127	Spare tire and storage areas are clean				
128	Spare tire is securely fastened				
129	Jack and tools are correct, present and secured				
130	Acceptable aftermarket items checked				
131	Removal of unacceptable aftermarket items				
Detailing and Appearance Repair Certification (See Detailing Standards and Process Notes For Additional Details)					
Exterior Appearance					
132	Body surface condition				
133	Exterior is washed, clean and free of water spots				
134	Paint is free of sand marks and has even, high luster				
135	Paint is free of removable scratches				
136	Paint is free of wax residue				
137	Wheels/tire covers are clean				
138	Wheel wells are clean				
139	Tires are clean and properly dressed				
Engine Compartment					
140	Compartment is clean				
141	Under-hood heat insulator pad is clean				
142	Engine and compartment are properly dressed				

Inspection Check Sheet number: 8360070

Interior Appearance		Pass	Adjust/ Repair	Fail	N/A
143	Interior is free of debris				
144	Dash and vents are clean and properly dressed				
145	All crevices are clean				
146	Airbags and lighter are clean (if equipped)				
147	Door jambs are clean				
148	Glove box and console compartments are clean				
149	Cabin air filter condition				
150	Seats, carpets, floor mats (if equipped) and headliner are free of stains				
151	Free of odor, including heavy fragrance				
152	Glass is clean and free of streaks				
Exterior Repairs					
153	Body is free of all dents				
154	Body is reasonably free of dings				
155	Paint is reasonably free of scratches and chips				
156	Vehicle is free of improper paint repairs or mismatched color				
157	Glass is free of improper repairs				
158	Bumpers are free of cuts, gouges and mismatched paint				
Interior Repairs					
159	Interior leather, vinyl, plastic, carpet and fabric surfaces are free of holes, rips, tears, excessive wear or fading				
160	No evidence of previous improper interior repairs				
Additional Inspection Items (Where Applicable)					
1	"Fade-away" dome light operates properly				
2	Sunroof/convertible top operates properly through full range of positions				
3	Seat heaters operate properly				
4	Head unit software update				
5	Navigation system operates properly and memory system cleared				
6	Transfer case smoothly switches from 2WD to 4WD and back from 4WD to 2WD				
7	Truck bed is in good condition				
8	Truck bed liner is in good condition and secured				
9	Tailgate operates properly				
10	Backup camera operates properly				
11	Blindspot® searches for signal				
12	SOS (Safety Connect) lights illuminate green				
13	Lane Keep Assist operates properly				
14	Dynamic Radar Cruise Control/Pre-Collision System operates properly				
15	Intelligent Parking Assist operates properly				
Hybrid Components					
1	Hybrid battery				
2	Battery control module (battery voltage sensor)				
3	Hybrid power management control module				
4	Electric motor/generator operates properly				
5	ECV operates smoothly and properly				
6	Power inverter operates properly				
7	Inverter coolant level				
8	EV/Eco/Power modes operate properly				
9	Check transaxle "park" mechanism				
10	Multi-information display operates properly				
11	Touch Tracer display operates properly				
12	Hi Start Assist control operates properly				
13	Remote air conditioning system (if equipped) operates properly				
14	Solar-powered ventilation system (if equipped) operates properly				
Required Technician Signature <i>I certify that all mechanical items have been inspected.</i>					
Toyota Trained Technician		Date			
Required Manager Signature <i>I certify that all mechanical repair standards have been met.</i>					
Service Manager		Date			
<i>I certify that all detailing and appearance standards have been met.</i>					
Used Car Manager		Date			
Customer Signature <i>I acknowledge that I have received a copy of the 160-Point Inspection Check Sheet, the Vehicle History Report and the Used Vehicle Warranty Supplement Manual.</i>					
Customer		Date			



**Certified
Used Vehicles**

Presenting the Certified Vehicle

WHEN TO PRESENT CERTIFIED TO THE CUSTOMER

To ensure the program is viewed by the customer as a value and a benefit, it needs to be presented to them in the BEGINNING of the sales presentation.

This program provides a marketing edge for the Dealership that uses it to its fullest potential. The Toyota Certified Program separates them from the other dealers in their marketplace. If the program isn't presented to the customer in the beginning, then the edge is minimized.

Over 50% of customers that salespeople talk to on the lot never make it inside the doors of the dealership for further negotiation. If they haven't been informed about the Toyota Certified program and its benefits, the sales momentum is lost. At this point, the dealership is just like the others. Why should the customer return, other than to get a lower price? By giving a lower price, you de-value the vehicles on your lot.

The Toyota Certified program is designed to:

- Increase sales and improve profits by building value in the vehicle
- Justify a higher price for the vehicle
- Enable the salesperson to sell value, rather than price

If presented properly, Toyota Certified will accomplish both of these goals.

PRESENTATION

After the salesperson has finished their “meet and greet”, and they have selected a vehicle from inventory, it is time to present the vehicle to the customer through a walk around.

Since the Toyota Certified Vehicle has been merchandised and the stickers are now on the vehicle (which alert the customer to the fact this is a Toyota Certified Vehicle), the salesperson begins their presentation.

As the salesperson walks the customer around the vehicle -- starting in the front and working around to the driver's side -- they will point out the features of the vehicle using the window sticker. The window sticker has been designed to help prompt the salesperson to explain the added benefits that the customer will receive with their purchase of a Toyota Certified Vehicle.

Starting at the top, the window sticker will reinforce the year, make and model of the vehicle. As the salesperson proceeds down the left side, they will be able to tell the customer about the engine size and transmission type. The salesperson will also be able to tell the customer the mileage on the vehicle.



**Certified
Used Vehicles**

Presenting the Certified Vehicle

SAMPLE WINDOW STICKER

LIFT CORNER TO REMOVE BORDER & REVEAL ADHESIVE



**Certified
Used Vehicles**

2016 TOYOTA CAMRY SPECIAL EDITION 4DR 2.5/A6

Engine: 2.5L DOHC 16V I-4
Trans: 6-Speed Automatic
VIN Number: 4T1BF1FKXGUXXXXXX
Stock No.: T2019M2
Odometer: 32,684
Ext. Color: White
Int. Color: Black

**160-POINT PRE-DELIVERY
TOYOTA CERTIFIED INSPECTION**

**7-YEAR / 100,000 MILE
LIMITED POWERTRAIN WARRANTY
INCLUDED FOR YOUR
PEACE OF MIND**

Car and Driver reports Camry SE is well equipped for the money * Car and Driver credits Camry SE with the best back seat with two or three* Edmunds calls Camry a compelling and competitive midsize sedan *

CITY MPG

25



HWY MPG

35

EPA mileage estimates are for newly manufactured vehicles, not for used vehicles. Actual mileage may vary with driving habits, road and vehicle conditions and vehicle age. Vehicle data, specifications and equipment information are compiled from public sources, believed by the publisher and dealer to be reliable. Data is subject to change without notice. The publisher and dealer assume no responsibility for errors and omissions in the compilation of this data. Window stickers are prepared by the dealer solely for the dealer's use and convenience. The publisher and dealer make no representation, expressed or implied, to any actual or prospective purchaser or owner of this vehicle as to existence, ownership, description or condition of this vehicle, listed equipment, accessories, MPG, price or warranties. ANY AND ALL DIFFERENCES BETWEEN THE FOREGOING AND ACTUAL VEHICLE ITSELF AND/OR ANY WARRANTIES OFFERED MUST BE ADDRESSED BY THE BUYER PRIOR TO THE SALE OF THIS VEHICLE.

**THIS TOYOTA CERTIFIED VEHICLE
IS ELIGIBLE FOR A COMPREHENSIVE
MECHANICAL FAILURE SERVICE CONTRACT**

Toyota Certified Dealer
500 NW 12th Avenue
Deerfield Beach, FL 33442

**Standard Equipment For This Vehicle Type
When Newly Manufactured:**

----- INTERIOR FEATURES -----

12-Volt Auxiliary Power Outlets
6.1-Inch Touch-Screen Display
6-Speaker Audio System
Advanced Voice Recognition
Air Conditioning w/Filter
AM/FM/CD/MP3/WMA Audio System
Auxiliary Audio Jack
Backup Camera
Cruise Control
Day/Night Rearview Mirror
Entune Audio Plus w/Connected Navigation App
Hands-Free Phone Capability
Navigation w/Turn-By-Turn Capability
Power Door Locks
Power Driver Seat w/Power Lumbar
Power Windows w/Front Auto Up/Down
Rear Window Defogger w/Timer
Shift-Linked Automatic Locking Feature
Sport Fabric Softex-Trimmed Front Seats
Steering Wheel w/Audio & Bluetooth Controls
TFT Multi-Information Display
Tilt/Telescopic Sport Steering Wheel
USB w/iPod Connectivity & Control

----- EXTERIOR FEATURES -----

Daytime Running Lights
Manual Fold Power Heated Exterior Mirrors
Power Tilt/Slide Moonroof
Washer-Linked Intermittent Windshield Wipers

----- ENGINEERING FEATURES -----

4-Wheel Disc Anti-Lock Brakes
Electric Power Rack-&-Pinion Steering
Electronic Brake Distribution & Brake Assist
Smart Key System w/Push Button Start
Smart Stop Technology
Vehicle Stability & Traction Control

----- SAFETY FEATURES -----

Front/Side/Front-Knee/Side-Curtain Airbags
LATCH Child Safety System

Our Price

\$15,847.00



This label is intended as an approximate description of the vehicle. It is the responsibility of the buyer to address any and all differences between the information listed or implied on this label and the actual vehicle PRIOR TO THE SALE OF THIS VEHICLE.

WARNING: PLACE STICKER ON CLEAN GLASS • DO NOT PLACE STICKER ON TINTED GLASS • BEST APPLIED BETWEEN 0 AND 100 DEGREES F
C/S11392 Rev. 4/19

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**Certified
Used Vehicles**

Presenting the Certified Vehicle

PRESENTATION (cont'd.)

Next, is the first in a series of prompts to remind the salesperson what to cover on the Toyota Certified Vehicle. The 160-point inspection is the starting point to build value in the vehicle for the customer. "Let me tell you what this vehicle had to go through to become a Toyota Certified Vehicle. We are very particular about the vehicles that we display and sell to our customers and friends. They all must go through, and pass, a 160-point inspection in order to be considered for the Toyota Certified program." Directly beside the window sticker will be a label, which lists these items for the customer.

The next prompt on the window sticker indicates the duration of the warranty. "All of our Toyota Certified vehicles automatically come with a 7 year / 100,000 mile LIMITED warranty." Again you are reinforcing how special this vehicle is, without talking about price.

The third prompt is planting the seed for the service contract upsell in the Finance Office. "Because this is a Toyota Certified vehicle and has passed our inspection, it qualifies for an extended service agreement of up to 125,000 miles. Please be sure to ask our Business Manager about it". That is all we want the salesperson to say on this matter. Just plant the seed and go on.

Next, you are going to reinforce the customer's decision on their choice of this vehicle by pointing out all the positive things that have been said about the vehicle. This discussion comes right after you mention extended service contracts. Now you are able to point out what the original EPA rating on this vehicle was when it was new.

The fourth prompt on the window sticker is Carfax®. You need to explain to the customer that the dealership has used the Carfax® service to make sure that the vehicle has a clean vehicle history. This is just one more reason why the customer can purchase a problem-free vehicle from this dealer.

Coming down the right side of the sticker, you now can point out to the customer what the list of equipment is on the vehicle. This lists the original standard equipment that was on the vehicle at the time of production, and in addition, describes any optional equipment considered to be a strong selling point. Things such as leather interior, CD player, and power sunroof are just a few of the additional items you can highlight to the customer. Another item that can be added to the list of equipment is the original factory warranty, if it is still in effect.



Certified
Used Vehicles

Presenting the Certified Vehicle

SAMPLE 160-POINT INSPECTION LABEL (SIDE STICKER)

LIFT CORNER TO REMOVE BORDER AND REVEAL ADHESIVE



Certified
Used Vehicles

160 Point Certification Inspection

PRELIMINARY INSPECTION

Road test including:

- Engine start-up, operation & warm-up
- Brake & parking brake operation
- Active seat belt test
- Clutch, transmission & overdrive operation
- Transfer case operation (4WD only)
- Steering operation, off center & alignment
- Tilt steering wheel operation
- Wiper/Washer operation & blade condition
- Speedometer & odometer operation
- Cruise control operation, including resume
- Heater & air conditioning operation
- Abnormal noises, vibrations, squeaks, rattles

Frame check including:

- Body surface, lower body, under body
- Tire pressure, defects & damage
- 5/32" minimum tire tread depth
- Drive shaft, joints, CV joints and boots
- Struts/shock absorbers leaks & wear
- Exhaust system including catalytic converter
- Fuel, oil, coolant or other fluid leaks

Emissions & state inspections

- Perform emissions test and/or state inspection, if required

MECHANICAL CERTIFICATION

Underhood including:

- Underhood labels & decals
- Air filter, drive belts & hoses
- Battery cables & mount
- All coolant levels & test
- Air conditioning levels, check at sight glass

Functional & walkaround including:

- All lights & warning lights
- All mirror operation, adjustment & condition
- Glass free of cracks, stains & large chips
- Windows, sunroof or top operation
- Audio system & clock (set if required)
- Upholstery inspection
- Truck bed, bed liner, tailgate, rear bumper
- Door & door key/lock operation
- Seats & seatbelt operation for every position
- Rear deck/lid
- Headlight aim
- Hood, trunk & fuel filler door latches
- Spare tire pressure; jack & wrench match & work

Mechanical including:

- Pull 4 wheels & check brakes
- Minimum 50% remaining wear on brake pads/shoes
- Inspect brake rotors/drums for minimum thickness
- Differential oil level
- Engine oil & filter changed using Toyota parts

Exterior cleaning & polishing including:

- Body, fenders, engine compartment
- Door jambs & behind gas filler door
- Tires & fender walls
- Wheels & spare tire
- Bumpers & lower body below moldings

Interior cleaning including:

- Dry brush carpets & vacuum interior, trunk
- Clean all vinyl surfaces
- Clean headliner & sun visors
- Clean interior windows
- Clean carpets, seats, door trim & trunk carpet
- Clean & condition leather surfaces as required

Inspection by Detail Manager including:

- Interior is odor free
- Buffing dust & residue have been removed
- Wheels are free of dirt & brake dust
- All interior cracks & crevices are clean
- Glass is free of dirt & streaks
- Body is reasonably free of dents & dings
- Paint is reasonably free of chips & scratches
- Interior is free of burn marks, holes, rips & tears
- Bumpers are reasonably free of cuts & scratches
- Glass is free of cracks, chips & other defects

Inspection of the emission system of the automobile listed above and the air pollution control devices does not represent a warranty that the automobile meets federal or state emission control requirements nor is it a substitute for obtaining certification from a valid emission control station. The inspector makes no warranty, expressed or implied, with respect to the sufficiency of the air pollution control devices with respect to federal and state guidelines. Printed in U.S.A.

Inspections performed are limited to determining that the parts and components listed and checked on this sticker are in proper working condition AT THE TIME OF DELIVERY OF THIS VEHICLE TO YOU THE CUSTOMER. Except as stated in the separate Limited Warranty Document, the dealer is not responsible for and does not warrant any matter, component, part, expense or otherwise, other than the working condition of these inspected parts and components AT THE TIME OF DELIVERY. The dealer is not responsible and/or liable for defects arising after delivery of the vehicle to you.

WARNING: PLACE STICKER ON CLEAN GLASS • DO NOT PLACE STICKER ON TINTED GLASS
BEST APPLIED BETWEEN 0 AND 100 DEGREES F

CS 11393 (04/19)



Certified
Used Vehicles

Presenting the Certified Vehicle

SAMPLE LIMITED WARRANTY FORM

4/5/21



Certified
Used Vehicles

USED VEHICLE LIMITED WARRANTY

1 VEHICLE

CONTRACT # _____ FORM TC060221 VIN # _____
YEAR _____ MAKE _____ MODEL _____ CURRENT ODOMETER READING _____

2 DEALER

SELLING DEALER _____ DEALER PHONE _____ DEALER # _____
ADDRESS _____ CITY _____ STATE _____ ZIP _____

3 LIMITED WARRANTY HOLDER

FIRST NAME _____ LAST NAME _____
ADDRESS _____ CITY _____ STATE _____ ZIP _____
(AREA CODE) TELEPHONE # _____ EMAIL ADDRESS _____

4 LIMITED WARRANTY INFORMATION

☒ TERM **7 YEARS** MILEAGE **100,000 MILES** POWERTRAIN

The Limited Warranty Term/Mileage begins on the VEHICLE PURCHASE DATE and at odometer mile "0".
This warranty also includes the following additional coverage:

☒ TERM **12 MONTHS** MILEAGE **12,000 MILES** PLATINUM

The Limited Warranty Term/Mileage begins on the VEHICLE PURCHASE DATE and the CURRENT ODOMETER READING.

DEDUCTIBLE AMOUNT **\$0** VEHICLE PURCHASE DATE _____

5 SIGNATURES

I ACKNOWLEDGE THAT THE DEALER HAS EXPLAINED THE TERMS AND CONDITIONS OF THIS LIMITED WARRANTY AND PROVIDED ME A COPY. I UNDERSTAND THIS LIMITED WARRANTY IS SUBJECT TO THE "ARBITRATION" SECTION CONTAINED HEREIN.

CUSTOMER SIGNATURE _____

SIGNATURE DATE _____

DEALER SIGNATURE _____

SIGNATURE DATE _____

ADMINISTRATOR:

FIDELITY WARRANTY SERVICES, INC.

P.O. BOX 8567 ▼ DEERFIELD BEACH, FL 33443 ▼ 1-800-327-5172

COPY 1 - FWS ▼ COPY 2 - DEALER ▼ COPY 3 - CUSTOMER
F-NAWR (02/19) ▼ TC06 (02/21)

Page 1 of 6

C/5# 1926



Reporting Procedures

Every eligible vehicle that is sold retail, is required to have a Toyota Certified Limited Warranty contract produced.

The Toyota Certified Limited Warranty contract is also the activation form used for the Roadside Assistance Program. Until the contract is reported to FWS, the customer will not be eligible for Roadside Assistance or any other benefit from the Toyota Certified program.

REPORTING THE CERTIFIED CONTRACT

- As the retail customer is being contracted in the Finance Office, the Toyota Certified Limited Warranty Contract must be produced. The last page of the Limited Warranty Contract goes to the customer. This part should be folded and placed inside of the Certified Folio before being given to the customer.
- The sale of the Toyota Certified Vehicle must be reported through SET Dealer Daily. If the vehicle sale is reported through Dealer Daily prior to reporting the warranty contract (TC06), the warranty contract will automatically be reported to FWS. The top copy of the warranty will still need to be forwarded to FWS and any extended service contract will need to be reported to via JM&A Connect and forwarded to FWS.
- The Toyota Certified Limited Warranty contract can be reported through Dealer Source.
- The top copy of the Toyota Certified Limited Warranty contract is to be sent to Fidelity Warranty Services (FWS) at:

Fidelity Warranty Services
P.O. Box 8567
Deerfield Beach, FL 33443

- It is recommended that these be mailed to FWS on Friday of each week to ensure there are no customer satisfaction issues, and the dealership receives all credits due to them.
- It is also recommended that the accounting office maintain a log of the contract numbers that are in each mailing, in case of any unforeseen occurrences or lost mailings.



For Toyota Certified Software Technical Support - **(262) 240-9652**
9:00 AM to 4:00 PM Central time, Monday through Friday

Claims on Certified warranties - **(800) 327-5172**

Warranty forms or Toyota Certified marketing material - **(888) JMA-FORMS**

Billing questions - **(800) 443-9841** and press 6

SET Contacts:

Sue Swanson – Dealer Support Supervisor
Sue.swanson@setoyota.com
954-429-2626

Christina Gerrish - TCUV / TRAC Regional Manager
Districts 1 - 6
Christina.gerrish@setoyota.com
954-292.5852

Michael K. Dean – TCUV / TRAC Regional Manager
Districts 7 – 12
Michael.dean@setoyota.com
561-758-0562



Notes / Updates / Miscellaneous

[illegible]



TCUV Program Manual